



US Army Corps
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PUBLIC INVOLVEMENT AND TEAMING IN PLANNING





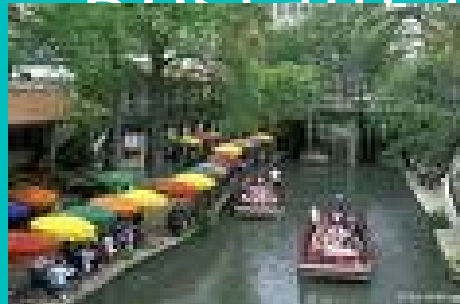
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San Antonio



The
Alamo

Riverwalk
Restaurants



Pearl
Brewery





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INSTRUCTORS

Stacy Langsdale,
IWR Course Owner

Hal Cardwell, IWR



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Francisco





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INSTRUCTORS Cont'd



Lisa Rabbe, **Alaska**



Jay Field, **Los Angeles**



SMALL TALK: MINGLING

- **Plan appropriate light topics ahead of time**
 - **avoid the discomfort of silence**
 - **Have some “insider” buzz words**
- **It’s a social collaboration, so keep conversation moving**
- **Be pleasant, but not insincere**
- **Have a pleasant exit strategy**



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FIND YOUR COMPATIBLE SIGN

Aries - Sagittarius

Libra - Capricorn

Gemini - Aquarius

Cancer - Pisces

Leo - Scorpio

Virgo - Taurus

Aries find a
Sagittarius,
Sagittarius find an
Aries, Libra find a
Capricorn



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GROUP EXERCISE

CLASS INTRODUCTIONS

1. Find a Compatible Sign

2. Discuss:

a) Where They're From

b) Interests/Hobbies

c) Preferred News/Information Media

3. Introduce Each Other:

a) Name

b) From

**c) Something You Have in Common -
other than working for the Corps!**



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PRE-TEST

- **Fill in the computerized answer sheet**
- **Hand it In**
- **We'll review the answers**



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1. Which of the following is a step in the Corps' six-step planning process?

- a. Brainstorm alternatives.**
- b. NEPA Public Scoping Meeting.**
- c. Prepare a draft decision document.**
- d. Select a recommended plan.**



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1. Which of the following is a step in the Corps' six-step planning process?

d. Select a recommended plan.



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2. What people most remember after a public meeting is--

- a. if an Army Officer ran the meeting.**
- b. the proposal they liked the best.**
- c. how they felt.**
- d. if refreshments were served.**



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**2. What people most remember
after a public meeting is--**

c. how they felt.



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**3. _____ is (are) a
perceptual bias.**

- a. Lake Woebegone**
- b. Prejudice**
- c. Gender**
- d. Denial**



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**3. _____ is (are) a
perceptual bias.**

a. Lake Woebegone



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4. EC 1105-2-409, Planning in a Collaborative Environment states that:

- a. Collaborative projects have a higher budget priority**
- b. Equal weight must be given to all four P&G accounts**
- c. Evaluation criteria should be developed collaboratively**
- d. All of the above**



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4. EC 1105-2-409, Planning in a Collaborative Environment states that:

- a. Collaborative projects have a higher budget priority**



5. A meeting facilitator:

- a. provides structure.**
- b. sets discussions “ground rules.”**
- c. minimizes group displays of emotion during the meeting.**
- d. is responsible for meeting progress.**



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5. A meeting facilitator:

a. provides structure.



6. The six steps in the media communication model are:

- a. SUCCESS: Simple, unexpected, concrete, credible, emotional and story-telling.**
- b. Identify Problems and Opportunities, Inventory and Forecast, Formulate Plans, Analyze Plans, Compare Plans and Make a Recommendation.**
- c. Request Public Affairs Support, Dress Appropriately, Anticipate Questions, Develop Key messages, and Respond Quickly and Appropriately to Media Inquires.**
- d. Express concern, Provide conclusion. Provide first and second supporting facts,**



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6. The six steps in the media communication model are:

- d. Express concern, Provide conclusion.
Provide first and second supporting facts,
Repeat conclusion and Describe future
action.**



7. Communication occurs when:

- a. Emotional content and message content are consistent.**
- b. There is shared meaning.**
- c. The message content is perfectly clear.**
- d. A person talks and another listens.**



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7. Communication occurs when:

b. There is shared meaning.



8. The number one cause of team failure is:

- a. lack of management support.**
- b. a loss of focus.**
- c. the objectives are too difficult.**
- d. interpersonal differences.**



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8. The number one cause of team failure is:

b. a loss of focus.



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9. When communicating in a low trust, high-concern situation the most important thing to do first is...

- a. explain that things aren't as bad as they seem.**
- b. express empathy.**
- c. assure people that the expertise is available to solve the problem.**
- d. stick to the facts.**



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9. When communicating in a low trust, high-concern situation the most important thing to do first is...

b. express empathy.



10. “Stakeholders” are primarily defined as those:

- a. seeing themselves as having rights and interests in the decision.**
- b. being impacted directly and indirectly by the decision.**
- c. living near the project; using the project area; having local, state or national jurisdiction.**
- d. with a direct economic stake in the project, i.e. the local sponsor, resource agencies, etc.**



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10. “Stakeholders” are primarily defined as those:

- a. seeing themselves as having rights and interests in the decision.**



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11. All of the following are stakeholder orbits of participation except...

- a. Co-Decision Makers**
- b. Unsurprised Apathetics**
- c. The Media**
- d. Technical Reviewers**



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11. All of the following are stakeholder orbits of participation except...

c. The Media



12. Which of the following statements about conflict is not true?

- a. The absence of conflict determines relational satisfaction.**
- b. Prearranged conflict management may improve a relationship.**
- c. The three basic responses to conflict are: aggression, avoidance and integration.**
- d. The best interpersonal conflict response is both appropriate and effective.**



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12. Which of the following statements about conflict is not true?

a. The absence of conflict determines relational satisfaction.



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13. Under the Corps project management business process, communication plans are required primarily to—

- a. be ready for the media**
- b. identify stakeholders and their interests**
- c. inform and initiate action**
- d. Meet HQUSACE policy guidance**



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13. Under the Corps project management business process, communication plans are required primarily to—

c. inform and initiate action



14. Why would a COE PDT need a public involvement communications plan?

- a. To know if people were satisfied with a public participation program that has been completed.**
- b. To learn what improvements should be made in future programs.**
- c. To have solid information upon which to make comparative judgments.**
- d. To develop an implementable plan to solve water resource problems.**



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14. Why would a COE PDT need a public involvement communications plan?

- d. To develop an implementable plan to solve water resource problems.**



15. Which of the following is not a sign of an escalating dispute?

- a. Lost awareness of caring about the impact upon the person.**
- b. Denial of responsibility.**
- c. Identifying areas of disagreement.**
- d. Unwillingness to change.**



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15. Which of the following is not a sign of an escalating dispute?

c. Identifying areas of disagreement.



16. An example of team “Norming” is:

- a. Team members start questioning their performance**
- b. Real issues begin to emerge; team sessions begin to be heated.**
- c. The team is producing work as a team, resolving problems and getting the job done.**
- d. Team members learn about each other.**



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16. An example of team “Norming” is:

- a. Team members start questioning their performance**



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**17. Information Techniques
(Web Pages, etc.) are used to
obtain input from stakeholders.**

- a. True**
- b. False**



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17. Information Techniques (Web Pages, etc.) are used to obtain input from stakeholders.

b. False

***Information Techniques* provide info **to** stakeholders**

***Participation Techniques* obtain info **from** stakeholders**



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18. Researchers generally agree that verbal--the words that are spoken—communication accounts for about _____ % of the communication.

- a. 80**
- b. 50**
- c. 30**
- d. Less than 10**



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18. Researchers generally agree that verbal--the words that are spoken—communication accounts for about _____ % of the communication.

d. Less than 10

Non-verbal communication can account for 93% of the communication



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19. Which of the following is a step in the Corps six-step planning process?

a. Analyze Sponsor's Plan for Policy Compliance

b. Brainstorming

c. Organize tasks into the Project Management Plan (PMP)

d. Select a Recommended Plan



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19. Which of the following is a step in the Corps six-step planning process?

d. Select a Recommended Plan



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EXTRA CREDIT

- 1) Causes of death from the most to the least and
- 2) Guess the number of deaths* to the **nearest 100,000** for each cause

based on a 30-year average, (Center for Disease Control)
accidents do not include vehicle deaths



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CAUSES

#1 -- c. Smoking

#2 -- a. Accidents

#3 -- e. Suicides

#4 -- b. Tornadoes

#5 -- d. Flooding



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EXTRA CREDIT

Cause	
1 st	Smoking
2 nd	Accidents**
3 rd	Suicide
4 th	Tornados
5 th	Flooding

EXTRA EXTRA, EXTRA CREDIT Deaths/ Year

400,000

93,476

28,776

68

51

*2 - 5 are based on a 30-year average, where smoking is based on 2002 data.
(Center for Disease Control)

- ** Non-vehicle deaths



GROUP EXERCISE GROUND RULES & LEARNING OBJECTIVES

- 1. Get back into your group**
- 2. Discuss & List:**
 - a) What ground rules would you like in this class (ie. Time management etc)**
 - b) What do you hope to get out of this class?**
 - c) Take the list and prioritize or rank**



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GROUND RULES AND LEARNING OBJECTIVES





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CLASS GROUND RULES

- **BlackBerry, E-mails and Cell Phones**
- **Respect Start Times**
- **Minimize Sidebar Conversations**



COURSE LEARNING OBJECTIVES

By the end of the course, the student should have:

- **Increased Interpersonal Knowledge and Skills For Working Collaboratively**
- **Prepared A Public Involvement Plan (in groups, for a case study)**
- **Practiced Media Training Skills**



Three-Step Learning Cycle

- 1. Lecture – Presentation of content**
- 2. Group Exercise – Application of content**
- 3. Group presentations and class discussion – Processing of what you learned**



Points About the Learning Process

- You'll likely remember less than 5% of the class material (content)
- You will remember how *you* felt and what *you* said
 - Speak up in class and
 - Speak up in your group!
- Skills require practice during the course (and after)



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Points About the Learning Process

- **Learn About Yourself**

“If You Know Your Enemy You’ll Win Half Your Battles, if You Know Your Enemy and Yourself, You’ll Win All Your Battles”

- Sun Tzu, *The Art of War*

- **Each lecture and group exercise is built upon at least one communication principle.**



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Communication Skill Practice

Mock Public Meeting and Media Training

- **Objective: successfully communicate key project messages in your group's public involvement plan**
- **Use Three-Step Media Communication Model**